

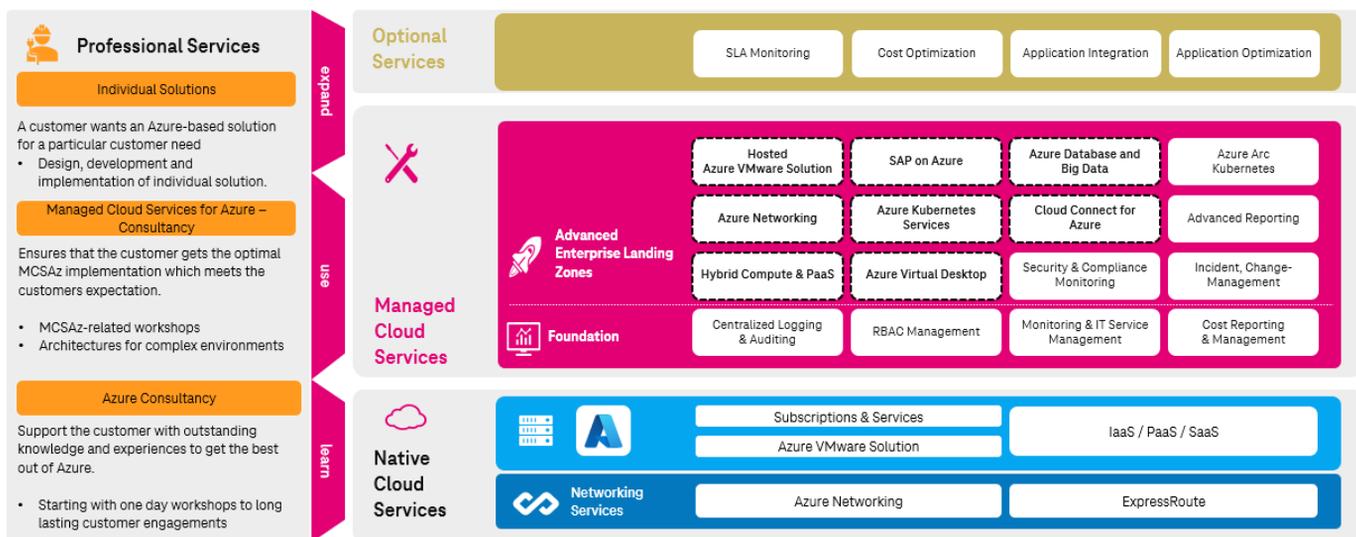


T-SYSTEMS

MANAGED CLOUD SERVICES FOR AZURE

MANAGED CLOUD SERVICES FOR AZURE – WHAT IS IT ABOUT?

T-Systems' *Managed Cloud Services for Azure* provides a standardized and highly automated framework for managing Azure environments from Subscription level (Landing Zone) down to its containing Resource Groups and Resources. It is based on best practices and experiences and incorporates all elements for a successful Azure cloud journey. The service offers two service modules *Foundation* and *Advanced* with a different set of management capabilities. The choice which service module should be used can be flexible defined on Resource Group level. Depending on the service module selected, responsibility for the maintenance and administration of Azure Resources is assumed by T-Systems or by the customer himself.



STARTING YOUR CLOUD JOURNEY WITH MCS FOR AZURE

Each cloud journey starts with a proper planning and the definition of security, governance and organizational guardrails for a successful result. With T-Systems' *Managed Cloud Services for Azure* T-Systems will perform the following steps to implement a production ready Azure environment following best practices and addressing your business requirements.



A regular update process ensures that the implementation is not a one-time event, but that future changes and updates to Azure, best practices and service enhancements are considered as well.

FOCUSING ON YOUR BUSINESS NOT ON THE CLOUD PLATFORM

T-Systems' *Managed Cloud Services for Azure* allows you to focus on your business and let T-Systems ensure that your Azure environment is configured in the best way according to your business needs. The fully automated deployment and automation processes with focusing on Azure native capabilities reduces the possibility of human errors and achieves a reliable and standardized operational environment.

T-Systems has included all important pillars for building a rock-solid Azure Landing Zone design based on experiences and best practices. It incorporates the following key areas:

- Identity and access management
- Network & connectivity
- Resource organization
- Security, governance and compliance
- Operations baseline
- Business continuity
- Automation

BUSINESS CONTINUITY

Business continuity and data protection is a vital part of managing any environment. *T-Systems' Managed Cloud Services for Azure* uses Azure Backup to achieve this goal. *MCS for Azure* will ensure that all of your Azure Resources are compliant with defined data protection guardrails, e.g., backup retention times, backup storage configuration, etc.

T-Systems' automation framework continuously checks if all resources have been configured correctly and follow the defined rules. If not, T-Systems' automation framework will adjust the configuration that your business requirements in terms of RPO and RTO are met.

SERVICE MONITORING

Providing services based on Azure are usually incorporating several Azure technologies. Only a monitoring solution which can provide a single pane of glass for reporting and alerting can help to understand your environment and gain the right conclusions.

T-Systems' Managed Cloud Services for Azure automatically configures all resources managed in the Advanced service module to ingest all logs, performance and diagnostic data into a centralized Log Analytics workspace. T-Systems has developed unique knowledge and best practices in setting up the right alerts, thresholds and event management in order to get alerted right away when needed. Depending on the alert type human interaction by T-Systems' operational teams or automatized correction tasks by T-Systems' automation framework will be performed. With this you can ensure that business critical services will be addressed like business critical.

EXERCISING GOVERNANCE WITH AZURE POLICIES AND T-SYSTEMS' SMART POLICY FRAMEWORK

T-Systems has created a comprehensive policy framework which is based on native Azure Policy capabilities to allow you to not only monitor the compliance of your environment against various compliance baselines, but also auto-remediate any non-compliant Azure resources. This is already a good starting point for the compliance and governance posture of your environment. But not everything can be achieved with Azure Policy. Therefore T-Systems has implemented a unique Smart Policy framework based on Event Grid and Azure Functions on which we can create advanced fully automated compliance remediation to address all kind of scenarios.

MANAGEMENT OF AZURE RESOURCES BY T-SYSTEMS IN MCS FOR AZURE ADVANCED

T-Systems' Managed Cloud Services for Azure offers five different service classes within the Advanced service module in which T-Systems is responsible for maintaining and managing the workloads. Therefore, you have the flexibility to choose the right level for each workload to fulfil your business requirements and meet your customers expectations.

Type of SLA				
Advanced	Diamond	Response time Resolution time	30 min. 2 hrs.	24x7
	Gold	Response time Resolution time	1 hrs. 7 hrs.	24*7
	Silver	Response time Resolution time	4 hrs. 18 hrs.	8*5
	Bronze	Response time Resolution time	9 hrs. 36 hrs.	
	Community	Response time Resolution time	18 hrs. 45 hrs.	
	Foundation	Response time Resolution time	30 min. 2 hrs.	24*7

ADVANTAGES WHEN USING MCS FOR AZURE WITH AZURE PAAS SERVICES

Microsoft offers a variety of Platform-as-a-Services services where Microsoft provides some platform-related management tasks, but this covers not all tasks what is required for productive usage of these components. *T-Systems' Managed Cloud Services for Azure* ensures that the missing elements which are not covered by Microsoft and configuration of the PaaS-services is following the organizational guardrails. This includes the following topics:

- Automatic configuration following defined rules
- Security & Compliance monitoring and configuration
- Backup & Disaster Recovery automatic configuration
- Health & Performance Monitoring
- Incident-, Problem- & Change-Management

WHY T-SYSTEMS

Market Leader – Recognized as a Market Leader in both Public Cloud and Hybrid Cloud by several independent technology research and advisory firms like Gartner and ISG.

Cloud & Connectivity – End-to-end service provider for Public Cloud, Hybrid Cloud and connectivity as T-Systems is part of Deutsche Telekom.

European Trustee – Your data is only handled by personnel located in the European Union or even solely from Germany when desired as an add-on and is governed under European and German law, when your business regulations require this level of data sovereignty.

